



Fayetteville Area System of Transit



Rider Rules of Conduct & Exclusion Policy

Fayetteville Area System of Transit has established a **Rider Rules of Conduct & Exclusion Policy** to outline conduct deemed inappropriate on FAST vehicles and properties, bus shelters, bus stops, and transfer points. This policy is intended to provide a **safe, secure, and comfortable environment** for **ALL** FAST employees and FAST passengers. The rules listed below are not all inclusive, as additional rules and regulations may apply.

“FOR YOUR SAFETY & SECURITY”

RULES

THE FOLLOWING RULES APPLY TO ALL FAST VEHICLES & FAST PROPERTIES:

- NO** Verbal threats or physical assault (fighting) against any FAST employee or passenger.
- NO** Possession, distribution, and/or being under the influence of narcotics, illegal drugs, and/or drug paraphernalia.
- NO** Weapons (including but not limited to pistols, rifles, knives or swords) or other objects considered dangerous.
- NO** EATING or DRINKING (ONLY water in a clear container with a screw-top lid will be permitted).
- NO** SMOKING (including electronic cigarettes), or CHEWING TOBACCO on FAST vehicles or inside FAST facilities.
- NO** Carrying lighted tobacco products onto FAST vehicles or inside FAST facilities.
- NO** Indecent, profane, boisterous, unreasonably loud, demeaning, or disrespectful behavior.
- NO** Physical or sexual contact with FAST employees or passengers.
- NO** Playing of audio devices without the use of personal earphones / headsets.
- NO** Standing in front of the Standee Line (yellow or white line on the floor of the vehicle near the driver’s seat).
- NO** Animals allowed on vehicles or inside facilities, except for authorized service animals.
- NO** Large articles, packages, baggage, non-collapsible strollers or baby buggies which block vehicle aisles/walkways.
- NO** LOITERING, soliciting for contributions, or distribution of any materials on FAST properties.
- NO** Unattended children under (5) five years of age unless closely accompanied by an older responsible individual.
- NO** Roller-skating, rollerblading, or skateboarding, or sitting on hand-rails at transfer points or inside FAST vehicles.
- NO** Unsafe behavior which may endanger FAST employees and/or passengers.
- NO** Hanging out, reaching out, or putting anything out of FAST vehicle windows.
- NO** Refusal to pay a fare or refusal to show appropriate fare media to a FAST vehicle operator, when requested.
- NO** Misuse of fare media, including counterfeit or stolen fare media.
- NO** Obstructing or interfering with the safe operation of FAST vehicles.
- NO** Motorized bikes, gasoline/fuel combustion-type vehicles, or oversized wheelchairs which exceed A.D.A. guidelines.
- NO** Fighting, instigating fights, or threatening acts of violence against FAST employees and/or passengers.
- NO** Display of drunken behavior which may endanger FAST employees and/or passengers.
- NO** Boarding vehicles and/or entering facilities without proper clothing (must wear shoes & shirt at all times).
- NO** Stealing or willfully damaging, defacing or destroying City property.
- NO** Indecent exposure.

PROCEDURE: Any operator or other authorized representative shall make one (1) request for the prohibited behavior to cease/stop. If the behavior continues, then additional authorities & personnel may be called to respond immediately. **If physical contact/violence is involved then Law Enforcement MUST be notified immediately. CALL 9-1-1.**

VIOLATIONS OF THESE RULES MAY RESULT IN PERSON(S) BEING EXCLUDED FROM USE OF FAST SERVICES PERMANENTLY AND MAY INCLUDE CRIMINAL CHARGES & ARREST BY LOCAL, STATE, AND/OR FEDERAL LAW ENFORCEMENT AUTHORITIES.

Copies of the entire policy, including exclusion & appeal procedures, are available at the FAST main office, located at 455 Grove Street, Fayetteville, NC 28301 or at the FAST Transfer Center, located at 147 Old Wilmington Road, Fayetteville, NC 28301.